



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending June 30, 2005

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.01	6.09	6.24	6.11
B. Operator Answer Time - Information [730.510(a)(1)]	5.49	5.20	5.72	5.47
C. Repair Office Answer Time [730.510(b)(1)]	6.00	6.00	18.00	10.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	5.00	13.00	9.00	9.00
E. Percent of Service Installations [730.540(a)]	97.10%	95.60%	90.00%	94.20%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	2.00% *	3.30% *	1.50% *	2.30% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.80	1.80	2.20	1.93
H. Percent Repeat Trouble Reports [730.545(c)]	6.20%	8.80%	6.20%	7.00%
I. Percent of Installation Trouble Reports [730.545(f)]	5.70%	8.90%	12.50%	9.00%
J. Missed Repair Appointments [730.545(h)]	10	13	13	12
K. Missed Installation Appointments [730.540(d)]	1	2	4	2

Comments



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**Frontier Communications - Midland, Inc.
for quarter ending June 30, 2005**